



# ACMS USE CASES 6.0 DECISION

**VERSION 1.0**

## DOCUMENT HISTORY

DOCUMENT APPROVAL HISTORY	
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DOCUMENT REVISION HISTORY			
Date	Document Version	Revision Description	Author
06/07/2016	1.0	Initial Version	Brendon Barnett

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## 1. STATE REQUIREMENTS LEVEL USE CASES

### 1.1. UC-6-01 WRITE DECISION

After a hearing has concluded the judge is required to write a decision that justifies his/her determination of the hearing. If CDSS does not have jurisdiction over the case, the decision is reviewed by the program with authority over the case.

This process is also used for re-hearings (detailed in use case set 7.0 Re-hearing). The decision writing, review and approval process is the same, but it happens at a completely different point in the business process and is only triggered when a re-hearing request is received.

#### *State Requirements Use Case Beginning*

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#### 1.1.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-6-01
<b>Use Case Name:</b>	Write Decision
<b>Description:</b>	This use case describes the steps an ALJ User will take to write a decision.
<b>Actors:</b>	<ul style="list-style-type: none"><li>• ALJ User</li><li>• ALJ II User (Re-hearing only)</li><li>• PJ User</li></ul>
<b>Triggers:</b>	<ol style="list-style-type: none"><li>1. User has been assigned "Write Decision" task.</li><li>2. User has been assigned "Write Re-hearing Decision task.</li></ol>
<b>Pre-Conditions:</b>	<ol style="list-style-type: none"><li>1. User has required access/security permissions.</li><li>2. Case status indicates hearing has completed.</li><li>3. Case does not have an outstanding "Post-Hearing Documentation" task assigned.</li></ol>
<b>Post-Conditions:</b>	<p><b>Main Flow:</b></p> <ol style="list-style-type: none"><li>1. "Write Decision" task is completed.</li><li>2. Decision is adopted.</li><li>3. "Decision Release" task is assigned.</li></ol> <p><b>Alternate Flow:</b></p> <ol style="list-style-type: none"><li>1. A1 - Scope of Benefits Decision</li><li>2. A2 - Proposed Decision</li></ol> <p><b>Exception Flows:</b></p> <p>Exception Flow E1 – Alternate Decision.</p>
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements: WF-6.1.1 - WF-6.1.9

### 1.1.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to decision writing tool.	System displays "Write Decision" tasks assigned to user.
2	User selects the task they wish to start.	System displays all case information for selected task and name and preview of available decision templates based on business rules. (WF-6.1.2, WF-6.1.3, WF-6.1.4)
3	User selects and confirms desired template.	System imports case information to template based on business rules and displays the decision writing tools.
4	User writes the decision (WF-6.1.1) using the decision writing tools and saves decision.	System prompts user to select the decision disposition (i.e., grant, grant in part, denied).
5	User inputs decision disposition and confirms.	<p>If decision authority belongs to DHCS execute <b>Alternate Flow A1 - Scope of Benefits Decision</b> and terminate main flow.</p> <p>If the ALJ <u>has adopt authority</u>, the system categorizes the decision as final, assigns "Review, Adopt, and Release Decision" to Support Staff User, updates "Write Decision" task status to "Pending QA Review" on the ALJ user's dashboard, and terminate main flow.</p> <p>If the ALJ <u>does not have adopt authority</u>, the system shall categorize the decision as proposed (WF-6.1.5) and execute <b>Alternate Flow A2 - Proposed Decision</b> and terminate main flow.</p>
6	Flow ends	

### 1.1.3. ALTERNATIVE FLOWS

#### Alternate Flow A1 – Scope of Benefits Decision

<b>Branched From:</b>	Main Flow – Step 5
<b>Flow Scenario:</b>	DHCS Proposed Decision is written and sent to DHCS for review
<b>Post-Condition:</b>	1. Proposed decision is rejected and returned to CDSS for finalization, OR 2. Proposed decision is accepted and assigned to Support Staff for QA review.
<b>Branch To:</b>	UC-6-02 OR E1 - Alternate Decision

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1	ALJ user sends proposed decision to DHCS.	System assigns “Proposed Decision Review” task to DHCS user based on business rules.
A1-2	DHCS user performs review of proposed decision, makes edits in decision writing tool, adds case notes (WF-6.1.8), approves decision (WF-6.1.7), and marks task as complete.  OR  DHCS user rejects proposed decision and marks task as complete.	System removes “Proposed Decision Review” task from DHCS user’s dashboard, and notifies ALJ user that task was completed.  If DHCS user rejects proposed decision, execute <b>Exception Flow E1 – Alternate Decision</b> .  If DHCS user approved proposed decision system updates decision status to “approved” and system assigns “Review, Adopt, and Release Decision” task to Support Staff user.
A1-3	End Flow	

### Alternate Flow A2 – Proposed Decision

<b>Branched From:</b>	Main Flow – Step 4
<b>Flow Scenario:</b>	Proposed Decision is written and sent to ALJ with adopt authority for review.
<b>Post-Condition:</b>	1. ALJ with adopt authority reviews and approves proposed decision. 2. “Review, Adopt and Release Decision” task assigned to Support Staff user.
<b>Branch To:</b>	UC-6-02

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A2-1	ALJ user submits proposed decision for review.	System assigns “Proposed Decision Review” task to another ALJ user based on business rules (ALJ with adopt authority (w/ AA)).
A2-2	ALJ w/AA performs review, makes any required edits to decision, approves decision (WF-6.1.7), adds any required notation, and marks task as complete.  Or  ALJ w/AA rejects proposed decision and marks task complete.	System removes “Proposed Decision Review” task from ALJ w/AA user’s dashboard, and case status is updated on ALJ user’s dashboard.  If the ALJ w/AA approves proposed decision, system updates decision status to “approved” and system assigns “Review, Adopt, and Release Decision” task to Support Staff user.  If the ALJ w/AA rejects proposed decision, execute <b>Exception Flow E1 – Alternate</b>

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		<b>Decision.</b>  System assigns “Review, Adopt, and Release Decision” task to Support Staff user.
A2-3	End Flow	

#### 1.1.4. EXCEPTION FLOWS

##### Exception Flow E1 – Alternate Decision

<b>Branched From:</b>	Exception Flow A1-2, A2-3
	Proposed decision was rejected by user, which now requires PJ user to write a decision that overrules original ALJ’s proposed decision.
<b>Post-Condition:</b>	<ul style="list-style-type: none"> <li>• Alternate decision is approved.</li> <li>• Notifications sent to all parties.</li> </ul>

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	Proposed decision is rejected.	System assigns “Alternate Decision” task to PJ user (WF-6.1.6).
E1-2	PJ user selects “Alternate Decision” task from dashboard.	System displays “Alternate Decision” task and displays the decision writing tools.
E1-3	PJ writes decision and marks task complete.	System attaches alternate decision to case (WF-6.1.9), updates case status and history, and removes “Alternate Decision” task from PJ’s queue. System assigns “Review, Adopt, and Release Decision” to Support Staff User.
E1-4	End flow.	

#### 1.1.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
4/26/2016	1.0	Initial Baseline Version	B. Barnett

*State Requirements Use Case End*

## 1.2. UC-6-02 REVIEW, ADOPT, AND RELEASE

NOTE: Decisions are not “Templated Notifications.” Decisions are written using templates. Completed decisions are then sent to the parties which have a templated cover page.

Prior to a decision being adopted and released, it undergoes a final quality check by support staff. The system should provide the user with writing/editing tools that will allow them to check for spelling, grammar, formatting, and other non-substantive errors. Once the support staff user completes their review, the decision is queued for printing and sent to the claimant and all other required parties, based on their profile preference (mail vs email).

### *State Requirements Use Case Beginning*

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#### 1.2.1. SUMMARY SECTION

Item	Description
Use Case ID:	UC-6-02
Use Case Name:	Review, Adopt, And Release
Description:	This use case describes the steps a Support Staff user will take to review, adopt, and release a decision.
Actors:	<ul style="list-style-type: none"><li>• <b>Support Staff User</b></li></ul>
Triggers:	1. Support Staff user has been assigned “Review, Adopt, and Release” task.
Pre-Conditions:	1. User has required access/security permissions.
Post-Conditions:	<p><b><u>Main Flow:</u></b></p> <ol style="list-style-type: none"><li>1. Decision is adopted and system has captured adopt date.</li><li>2. Decision is released (mailed) and system has captured release date.</li><li>3. “Write Decision” task is marked as completed and removed from ALJ user’s dashboard.</li></ol> <p><b><u>Alternate Flow:</u></b> None</p> <p><b><u>Exception Flows:</u></b> None</p>
Includes:	None
Extension Points:	None
References	Functional Requirements WF-6.2.3 Functional Requirements WF-6.3.2, 6.3.3 Functional Requirements WF-6.4.1, 6.4.4

#### 1.2.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to dashboard.	System displays “review, adopt, and release” task.
2	User opens task.	System displays selected decision and editing tools.
3	User makes necessary edits and saves.	System prompts user to “adopt decision” or “save and close.”
4	User makes selection.	<p>If user selects “save and close” systems saves all changes and closes task and generates timer based on business rules to remind to complete task.</p> <p>If user selects the “adopt decision” option, the system captures adopt date and marks ALJ user’s “write decision” task as complete and removes it from their dashboard. System updates case status to “closed” (WF-6.3.2), sets date according to retention policies (WF-6.3.3), attaches decision to case file and adds decision to batch print queue (WF-6.2.3). The system also assigns “Manage Compliance” task (WF-6.4.1) to user group task pool (i.e., county or program agency) and automatically generates task due date (WF-6.4.4).</p>
5	Flow ends	

### 1.2.3. ALTERNATIVE FLOWS

<b>Branched From:</b>	
<b>Flow Scenario:</b>	None
<b>Post-Condition:</b>	
<b>Branch To:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1		

### 1.2.4. EXCEPTION FLOWS

<b>Branched From:</b>	None
<b>Post-Condition:</b>	None

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Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None

#### 1.2.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
4/26/2016	1.0	Initial Baseline Version	B. Barnett

***State Requirements Use Case End***

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### 1.3. UC-6-03 DECISION COMPLIANCE

Once a “granted” decision is released, the responsible agency is required to comply with the order stated within the decision. The responsible agency is given a specific timeframe to indicate they have complied and provide any supporting documentation.

#### *State Requirements Use Case Beginning*

#### 1.3.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-6-03
<b>Use Case Name:</b>	Decision Compliance
<b>Description:</b>	This use case describes the steps a County or Program user will take to ensure compliance with a decision is met and entered into the ACMS.
<b>Actors:</b>	<ul style="list-style-type: none"><li>• <b>County User -OR-</b></li><li>• <b>Program User</b></li></ul>
<b>Triggers:</b>	1. “Manage Compliance” task has been assigned.
<b>Pre-Conditions:</b>	1. User has appropriate security and access permissions. 2. Compliance has not already been provided. 3. Decision status is Granted.
<b>Post-Conditions:</b>	<b><u>Main Flow:</u></b> 1. Compliance is captured within AMCS with all relevant information. 2. Case status has been updated to indicate compliance. 3. System captures relevant statistics. <b><u>Alternate Flow:</u></b> None <b><u>Exception Flows:</u></b> None
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements WF-6.4.3

#### 1.3.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to “Manage Compliance” on dashboard.	System displays list of cases requiring compliance information for which the user has security and access permissions.
2	User selects a case.	System displays compliance form.
3	User completes compliance form, uploads any supporting documentation, and confirms (WF-6.4.3).	System saves information and updates case status to reflect compliance has

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		been received.
4	Flow ends	

### 1.3.3. ALTERNATIVE FLOWS

<b>Branched From:</b>	
<b>Flow Scenario:</b>	None
<b>Post-Condition:</b>	
<b>Branch To:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1		

### 1.3.4. EXCEPTION FLOWS

<b>Branched From:</b>	None
<b>Post-Condition:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None

### 1.3.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
4/26/2016	1.0	Initial Baseline Version	B. Barnett

***State Requirements Use Case End***

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## 1.4. UC-6-04 RE-RELEASE OF DECISION FOR CLERICAL ERRORS

Occasionally, a decision is released containing a clerical error. Whenever a decision is altered to fix the error, a letter and a copy of the corrected decision must be sent to the claimant and all required parties.

### *State Requirements Use Case Beginning*

#### 1.4.1. SUMMARY SECTION

Item	Description
<b>Use Case ID:</b>	UC-6-04
<b>Use Case Name:</b>	Re-Release of Decision for Clerical Errors
<b>Description:</b>	This use case describes the steps a County or Program user will take to ensure compliance with a decision is met and entered into the ACMS.
<b>Actors:</b>	<ul style="list-style-type: none"><li>• <b>Support Staff User</b></li></ul>
<b>Triggers:</b>	1. Clerical error was discovered in original decision.
<b>Pre-Conditions:</b>	1. User has appropriate security and access permissions. 2. Original decision has been released.
<b>Post-Conditions:</b>	<b>Main Flow:</b> 1. Corrected decision is generated and sent to relevant parties. <b>Alternate Flow:</b> None <b>Exception Flows:</b> None
<b>Includes:</b>	None
<b>Extension Points:</b>	None
<b>References</b>	Functional Requirements: WF-6.2.1, WF-6.2.4

#### 1.4.2. MAIN FLOW

Step	Action/Cause/Stimulus	Reaction/Effect/Response
1	User navigates to case search.	System displays case search options.
2	User enters search parameters and submits query.	System displays search results.
3	User selects desired case.	System displays case information and available options, including the ability to correct a decision for clerical errors.
4	User selects "clerical errors" option.	System displays original decision and editing tools.
5	User corrects clerical errors in the decision (WF-6.2.1), saves and confirms.	System saves new decision as a "corrected decision," captures audit trail of user making correction, updates case

Step	Action/Cause/Stimulus	Reaction/Effect/Response
		information, generates "Clerical Error Letter" and copy of corrected decision to all relevant parties (WF-6.2.4).
6	Flow Ends.	

#### 1.4.3. ALTERNATIVE FLOWS

<b>Branched From:</b>	
<b>Flow Scenario:</b>	None
<b>Post-Condition:</b>	
<b>Branch To:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
A1-1		

#### 1.4.4. EXCEPTION FLOWS

<b>Branched From:</b>	None
<b>Post-Condition:</b>	None

Step	Action/Cause/Stimulus	Reaction/Effect/Response
E1-1	None	None

#### 1.4.5. USE CASE REVISION HISTORY

Date	Version	Description	Author
4/26/2016	1.0	Initial Baseline Version	B. Barnett

***State Requirements Use Case End***

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